

Written Testimony Clifford Gay

Business & Commerce 10:00 AM Tuesday August 14, 2012 E1:016

Chair: Senator John Carona

Mr. Chairman, members of the Committee, my name is Clifford Gay, I live in the Houston area, and I am testifying on my own behalf, in regards to the State of the telecommunications Customer services in Texas.

Yesterday I spent over 3 hours trying to activate an AT&T Hotspot. The AT&T person who said she could "make the Hotspot functional", first charged me an additional \$25/mo to place my iPhone in a status "so she said", so it could function as a Hotspot.

Once the charge was made, she could not follow simple instructions to activate the Hotspot in order to provide the service I paid her for!!

I then ask to speak to her direct report, Who told me in a rude discourteous manner, that I would have to talk to Apple since the problem was theirs not AT&T's. Buck passing and finger pointing at its Best!

Also, Responsibility and Accountability avoidance at its best, I would like to add.

And this is not the first time that this has happened to me.

And I never did get a call back number, after asking repeatedly.

She informed me, that she was in a call center and the main number if called, would probably not connect me with her call center. And she had no direct line.

After dragging her direct report's name out of her, which I rather suspect is factious; She connected me to Apple, which appears to be another one of those "ghost" call centers. One of those lack of responsibility and accountability rotating call centre numbers. Talk about positioning for 'buck passing' and 'finger pointing', WOW!

The Apple person could not help me get the Hotspot working either. And suggested that I take it to one of their Service Centers and pay.

My reply was why should I pay for something I just paid for and it doesn't work? That kind of sounds too me, like throwing good money, after bad. I wonder what 'turnip truck' he thinks I rode in on, and fell off of!!

But the truth of the matter, this type of fraud, poor deplorable customer service, has happened to me time after time. And properly others as well, I am not an anomaly

This should not be happening and should not happen again!

My Recommendation is start holding the Texas telecommunications industry accountable by making public all their customer complaints and what action they took to correct, until they stop this "non-sense"

Thank you, for your time and attention

Yours sincerely,
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A handwritten signature in black ink, appearing to read "Clifford Gay". The signature is stylized and somewhat cursive, with a large, sweeping flourish at the bottom.